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National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

Issuance Number: MMI 2520.2D

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Material Transmitted:

1. Management Instruction, MMI 2520.2D, subject: "Telecommunications Services"
2. This Instruction has been revised to:
 - a. Update it organizationally; and
 - b. Make other minor changes.

Filing Instructions:

Remove MMI 2520.2C and insert MMI 2520.2D.

MANAGEMENT
INSTRUCTION

N A S A
National Aeronautics and
Space Administration

George C. Marshall Space Flight Center
Marshall Space Flight Center, Alabama 35812

Originating Organization:
I AI01

Effective Date: MMI:
May 26, 1992
2520.2D

SUBJECT: TELECOMMUNICATIONS SERVICES

1. PURPOSE

To establish overall policy, define areas of responsibility, and give procedures for providing and managing telecommunications services for Marshall Space Flight Center (MSFC).

2. APPLICABILITY

This Instruction is applicable to all MSFC organizations in all areas for which MSFC has responsibility.

3. AUTHORITY AND REFERENCES

- a. NMI 2520.1, "Communications System Management"
- b. MMI 2530.4, "Long Distance Telephone Calls"
- c. MMI 2570.1, "Radio Frequency (RF) Assignment and Allocation"

4. POLICY

- a. In order to meet MSFC telecommunications service requirements in an economical and efficient manner and to provide for maximum common use of facilities, an integrated telecommunications system will be established and maintained by the Information Systems Office (ISO).

- b. MSFC projects requiring extensive or extraordinary telecommunications services must be approved by the Center Director. Telecommunications services for the Huntsville Operations Support Center, Payload Operations Control Center, Payload Crew Training Complex, Space Station Payload Operations Center, and the Space Station Payload Training Center must have joint approval of both the Director of the Mission Operations Laboratory and the ISO Director. It is the responsibility of the Mission Operations Laboratory to coordinate with all sponsoring project offices.
- c. It is NASA policy to obtain telecommunications services from existing sources when such sources are adequate, and economical arrangements can be made for their use.
- d. All organizations planning new construction must coordinate all telecommunications requirements with ISO at the earliest possible stage in order that the required space for interconnection and provision of services can be planned and provided.
- e. For any changes to the basic services or additions of equipment, the Telecommunications Coordinator for the NASA organization will review and validate the requirement and obtain any necessary organizational approval. A "Request for Service (RFS)," MSFC Form 4048, will then be forwarded to the ISO mission contractor.

5. GENERAL PROVISIONS

- a. When ISO services are to be provided to new contractors, MSFC Contracting Officers will coordinate with ISO before any new services and facilities are provided. This will insure that provided services are in accordance with contract provisions.
- b. All requests for issue or procurement for telecommunications services and equipment on MSFC Form 55, "Request for Issue, Procurement, Transfer, or Turn-In," or Form 424, "Project/ Institutional Requirements Sheets," must be concurred in and signed by the ISO Director prior to certification by the Financial Management Office.

6. RESPONSIBILITIES AND PROCEDURES

- a. Directors of Directorates, Program Managers, and Staff Office Directors will designate Telecommunications Coordinators and assure that projects or programs which require telecommunication support or services, initiated by or assigned to their organizations, are coordinated with ISO during the earliest possible planning phase and that adequate funds are available for the required support or services.

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- b. Telecommunications Coordinators duties are listed in Attachment A.
- c. All requests for telecommunications mission services will be made on MSFC Form 4048, "Program Support Communications Request for Services (RFS)." For requests for telephone services, MSFC Form 4048-1 must also be attached. These forms are to be completed by the individual making the request, signed by the organization's Telecommunications Coordinator, and forwarded to MSFC ISO Mission Contractor Work Control Office.
- d. Approval to proceed with provision of the requested services must be obtained by the Mission Contractor from ISO. Guidance for obtaining this approval is contained in Attachment B.
- e. The ISO Director is responsible for the planning, operation, maintenance, and management of the integrated common user MSFC telecommunications system to include budgeting for and design of all telecommunications facilities and supporting structures.
- f. The Manager of Michoud Assembly Facility is responsible for budgeting and for informing the ISO Director of all requirements for telephone, data, and radio services.

7. CANCELLATION

MMI 2520.2C dated January 12, 1976

(Orig s/by)

T. J. Lee
Director

2 Attachments:

- A. Telecommunications Coordinators Duties
- B. Telecommunications Services Approval

Distribution
SDL 1

TELECOMMUNICATIONS COORDINATORS DUTIES

1. Telecommunications Coordinators will:
 - a. Review and validate all communications service requirements initiated by personnel requiring the service within the organizations represented by the Telecommunications Coordinator.
 - b. Coordinate with ISO when projects are planned which require telecommunications services. Notify the ISO Director of the initiation of special projects and meetings related to the planning of projects.
 - c. After approval by the appropriate officials within the Telecommunications Coordinator's organization, complete MSFC Form 4048, specifying the services or equipment to be provided, attach the organization's MSFC Form 424, if required, and forward to the ISO Mission Contractor Work Control Office.
 - d. Monitor use of telecommunications equipment and identify unused equipment for return to ISO.
 - e. Coordinate the acceptance by the responsible organization official of telecommunications facilities and services which have been supplied.
 - f. Assist ISO in preparing and maintaining up-to-date records of telecommunications equipment and facilities.
 - g. Obtain required telephone authorization cards from ISO and issue these to the user.
 - h. Coordinate the verification of long distance telephone calls made by organizational personnel.

TELECOMMUNICATIONS SERVICES APPROVAL

1. The following user-requested MSFC telecommunications services which have been submitted on MSFC Form 4048 and signed by the designated organizational Telecommunications Coordinator must have the approval of the ISO Director or his designee, unless otherwise noted, and meet the specified requirements.

- a. Telephone Services

Telephone services are based upon one telephone, one directory number, and one line per person.

- (1) Telephone Instruments and Jacks

Standard single line telephone equipment for new employees does not require ISO approval.

- (2) Calling Number Display Unit

Requires approval of the Program Manager, Laboratory Director, or Office Director of the requesting organization for the use of an individual who is required to monitor the source of incoming calls.

- (3) Headsets

Require approval of the Program Manager, Laboratory Director, or Office Director of the requesting organization or the request of a Physician.

- (4) Hard of Hearing Handsets

Require approval by the Division Chief of the requesting organization and the request or concurrence of a Physician.

- (5) Speaker Phones

Speaker phones are authorized for Deputy Division Chiefs or higher. Speaker phones for others require the approval of the Program Manager, Laboratory Director, or Office Director of the requesting organization.

- (6) Data Connections and Data Services

access will be provided via digital

Dial-up data

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connectivity and interface with the MSFC modem pool unless sufficient justification exists for an analog modem line.

Analog modem connections are provided on a dial-out basis. Dial-in access is normally provided utilizing the call-back concept. Deviations from the above require appropriate security analysis.

(7) Cellular Telephones

Require the approval of the Associate Director.

b. Audio and Video, Recording and Playback Equipment, Cameras and Monitors

(1) Loan of Audio and Video Recording and Playback Equipment and Video Monitors

A pool of audio and video recording and playback equipment and video monitors will be maintained by the ISO mission contractor for hand-receipted loan to Center organizations for a maximum period to 2 weeks. The provision of this equipment for a longer period will require funding before procurement and provision of the equipment by ISO.

(2) Video Cameras

Video cameras are not available for loan. Services requiring a video camera will be provided by the ISO Mission Contractor.

(3) Video Monitors in the Closed Circuit Center-wide Video Distribution System

Video monitors for the display of Center-wide closed circuit video will be provided in conference rooms, cafeterias, and assembly areas for the maximum coverage of employees.

(4) Video Monitors in Offices and Laboratories

Video monitors located in offices and laboratories require the approval of the Program Manager, Laboratory Director, or Office Director. Monitors will be mounted in metal ceiling hangers or on shelves. Cabinets or other means of support must be provided by the user.

c. Radio Frequency Transmitters and Pagers

- (1) All Equipment Capable of Transmitting Radio Frequencies including high frequency, very high frequency, ultra high frequency radios, wireless microphones, and wireless intercommunication units at any location under the responsibility of MSFC, will be procured only after the MSFC Spectrum Manager has certified on MSFC Form 1040, "Radio Frequency Authorization," that the required radio spectrum has been authorized for use.
- (2) Local Area Radio Paging Units
- (3) Nation-wide Radio Paging Units

Require the concurrence of the Program Manager, Laboratory Director, or Office Director of the requesting organization.
- (4) Hand-held Radio Units

d. Emergency Warning System Services

All requests for Emergency Warning System equipment installation, relocation or removal must have the approval of the MSFC Emergency Management Director.

e. Building Paging Systems and Telephone Paging Access

Requests for the installation of building paging systems and telephone access to these systems require the approval of the Program Manager, Laboratory Director, or Office Director of the requesting organization.

f. Conference Room Teleconference Units

Requests for conference room teleconference units require the approval of the Program Manager, Laboratory Director, or Office Director of the requesting organization.

g. Call Detail Records

All requests to provide call detail record information on telephone utilization require the concurrence of the Chief Counsel and the approval of the Deputy Director of ISO. This information is classified as Privacy Act Information.

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h. Equipment in Support of Mission Operations

Telecommunications equipment required for the support of mission operations will be provided when the RFS is accompanied by a copy of the approved "Configuration Control Board Directive," MSFC Form 2312.

i. Facsimile Services

Facsimile machines are provided as a Program Support Communications Network (PSCN) end-user service (see paragraph 2 below). Facsimile boards for individual computers are not supported. Facsimile gateways from major Local Area Network servers are supported.

j. Encrypted or Secure Communications

Any requirements for encrypted or secure communications services are to be coordinated through the MSFC Security Division.

k. Special Services

Special services which affect the integrity of MSFC communications systems require an engineering assessment prior to approval, e.g., establishing broadcast groups for voice mail announcements.

2. User requested PSCN end-user services submitted on an RFS and signed by the designated Center PSCN Representative, do not require further ISO technical approval. The MSFC PSCN Representative will approve all PSCN services for MSFC organizations.

